DOCUMENT RESUME

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ABSTRACT

This self-paced student training module on work attitudes and habits is one of a number of modules developed for Pre-apprenticeship Phase 1 Training. Purpose of the module is to make students aware of the importance of developing appropriate work habits and attitudes and to teach them how best to prove these to fellow workers, supervisors, and employers. The module may contain some or all of the following: a cover sheet listing module title, goal, and performance indicator; study guide/checklist with directions for module completion; introduction; information sheets providing information and graphics covering the module topic(s); self-assessment; self-assessment answers; post assessment; and post-assessment answers. (YLB)

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ED217268

INDIVIDUALIZED LEARNING SYSTEMS

PRE-APPRENTICESHIP
PHASE 1 TRAINING

APPROPRIATE WORK HABITS AND ATTITUDES

CE032904

Goal:

The student will understand the importance of developing appropriate work habits and attitudes and learn how best to prove these to fellow workers, supervisors and employers.

Performance Indicators:

The student will demonstrate understanding of the importance of practicing good work habits and attitudes by completing the reading and the Self Assessment and Post Assessment exams.

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Information

Once you have been hired or accepted as an apprentice, you will have to prove yourself on the job. You will already have found out much of what is expected of you. Continue seeking information about how to survive and get along. Ask workers who have been there for the longest time. Keep informed, at all times, about what is going on. You can be forewarned and forearmed for many of the things that will be expected of you in exchange for your pay and training. Your employer will want you to be:

1. Punctual and Dependable
   - *ready to begin work at the starting time
   - *in attendance every day
   - *calling in, if for any serious reason, you can't be on time or attend
   - *completing all assigned work on schedule
   - *finishing work to a consistent, high standard
2. Honest
   - *respecting and caring for property, material and tools
   - *giving a full day's work for you pay
3. Loyal
   - *as if you are the representative of your trade or company (Be familiar with its reputation and if you don't like it, leave it.)
   - *being positive about the job you are doing and the finished quality of the work (Some disgruntled workers spread rumors about poorly finished products that scare customers away. If you think the quality is poor, speak to your supervisor or boss rather than keeping quiet at work and making negative comments outside.)
4. Willing to Learn and Able to Accept Criticism
   - *listening carefully to instructions and being sure you understand them
   - *accepting criticism without becoming angry or defensive
   - *learning from your mistakes
   - *willing to follow positive suggestions

*trying to improve the quality of your performance at all times

When you start in a new job, there is a slightly difficult period of time when you may not be totally accepted by fellow workers, no matter how likeable or pleasant you are. They are waiting until you have proved your competence and shown a sense of responsibility. It may be surprising to find out that most of the ways in which you can be become accepted by your fellow workers are similar to being recognized as a good worker by your employer.

1. Be Reliable and Dependable
   People working with you want to know they can trust you, that you are not going to let them down, interfere with or interrupt their work or give them extra responsibilities. If you are assisting a journeyman, you need to be readily available with the material and equipment. Your dependability means money. It is just as important to your fellow workers as to your employer that you get to work on time, don't take days off, that you meet deadlines, keep promises and show you can work under pressure.

2. Be a Learner
   Be prepared to ask questions and learn from alternative techniques. A good learner always succeeeds because he or she is sensitive to things that are important to other, more experienced workers.

3. Be Enthusiastic and Interested
   In this way, you will be helpful, encouraging, cheerful and determined to maintain a high quality of human relations and work. You will also be great to be around!

4. Be Honest and Loyal
   Respect other people's property and opinions. Be prepared to communicate your feelings and opinions, at the same time be open to the possibility of being mistaken. Avoid, at all costs, bragging about yourself and making up stories about your experience, abilities and plans. Satisfactory relations with other people can be shattered if you are discovered lying about yourself in order to impress others.

In addition to gaining the respect of your fellow workers, you also need to prove your competence to your immediate supervisor; this is probably the most important factor in progressing at work. This does not mean being insincere or subservient; that way would lead to your being disliked by your fellow workers and mistrusted

by your supervisor. The number one way to sell yourself to your immediate supervisor is by producing a consistently high level of performance. But this is not always sufficient to be noticed. It is a good idea to keep a written record of all the things you have achieved and all the skills you have acquired. You could then use this as the basis for asking for advice from your supervisor about what you should concentrate on next. You will impress him or her by your thoroughness and ambition. You must, however, be genuine.

There are several other ways that are guaranteed to help you prove your worth to your supervisor and progress in the job:

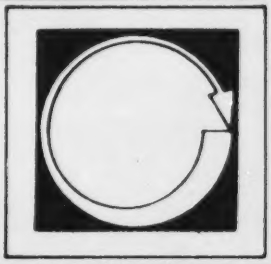
Show your initiative by being willing to try new things, volunteering to take on tasks where you will learn something new. Also, show you can be busy at all times, even if it involves picking up a broom and sweeping the floor.

Take responsibility for solving your own work problems and even being prepared to solve some of the supervisor's problems. Be aware of what is needed and offer to help when you think it is appropriate.

Ask for help and advice from your supervisor when you can't be expected to know how to do something. It is better to admit the need for help than by being shy or overconfident or to ruin a tool or some equipment.

There is one remaining area that could seriously affect your work habits and attitudes. Sometimes, without you realizing it, some of your personal habits outside work (drowsiness from drink, drugs or lack of sleep) are going to make you unsafe with machinery. Heavy drinking or pot smoking, missing sleep or obesity can affect your performance. Abusing yourself through the heavy intake of any substance will seriously impair your ability to work, your dependability, reliability, sociability, capacity to understand and remember, and so on. Often people do not know that their behavior is altered for the worse. As soon as other workers start remarking on your performance, you are probably in need of help. There are many outside agencies that will offer you help without your employer knowing. Call your local Mental Health Association and ask for the name of someone you can contact for advice.

Self Assessment



Read the statements and write T if the statement is true and F if it is false in the spaces provided.

1. ____ If someone offers you a job, it is proof that you already have all the right work habits and attitudes.

2. ____ Being dependable is doing the same thing every day, even if it is being late five minutes each morning.

3. ____ It would help both your fellow workers and your employer if you called in when you had to miss work due to illness.

4. ____ An honest day's work is doing as much work as you feel like doing that day.

5. ____ If you are frequently heard putting your trade or company down, other people will wonder why you stay in that job.

6. ____ You get along best by showing you can do everything yourself, being super confident and never admitting any mistakes.

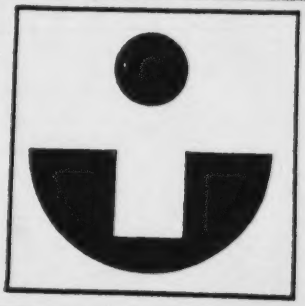
7. ____ One person's poor work can bring down the earnings of another worker.

8. ____ The most successful workers know how to "suck up" to the supervisor.

9. ____ It is possible to smoke "pot" every day and be completely reliable at work.

10. ____ A good worker is also a good learner.

Self Assessment Answers



1. F
2. F
3. T
4. F
5. T
6. F
7. T
8. F
9. F
10. T

Post Assessment

Put a check mark in the blank of the answer or answers that you think best cost completes the statements.

1. Workers who are loyal
   a. ____ get what they can from the company
   b. ____ criticize their workplace to outsiders
   c. ____ act as representatives of their trade or work
   d. ____ try to solve problems related to work, <u>at</u> their work

2. When you start a new job, you need to
   a. ____ tell everyone how good you are
   b. ____ find out what is expected of you
   c. ____ critizice the boss to your fellow workers
   d. ____ prove your competence to your fellow workers

3. If you are given an assignment that is too difficult you should
   a. ____ ask for advice from your supervisor
   b. ____ wait until the deadline and say it was too difficult
   c. ____ complain to everyone near you
   d. ____ keep silent and hope that nobody says anything about it

4. People who are honest
   a. ____ try to give a full day's work for their pay
   b. ____ get away with as much as they can
   c. ____ return things that they find lying around to their proper place
   d. ____ admit their mistakes

5. If you accept criticism when you have done something badly
   a. ____ you are stupid and weak
   b. ____ you admit to being incompetent
   c. ____ you are prepared to learn from other peoples' feedback to you
   d. ____ you make the same mistakes over and over again

6. A worker who is enthusiastic
   a. ____ shows interest in his or her work
   b. ____ is cheerful with other workers
   c. ____ helps others
   d. ____ shares his or her ideas

7. A young worker who proves his or her competence to a supervisor
   a. ____ would sell him or herself to anyone
   b. ____ is interested in getting along
   c. ____ is an "apple polisher"
   d. ____ lacks enough confidence to do things by him or herself

8. A heavy smoker of marijuana
   a. ____ will not be very dependable in high-speed work
   b. ____ is likely to harm his or her short-term memory
   c. ____ will seriously affect his or her progress at work
   d. ____ will be unsafe operating machinery

9. Good work attitudes and the ability to take on responsibility
   a. ____ can be seen in your behavior at work
   b. ____ are unimportant compared to the mechanical skills required on the job
   c. ____ are the best way to survive and succeed in a job
   d. ____ are something for older workers

Instructor Post Assessment Answers

1. c, d
2. b, d
3. a
4. a, c. d
5. c
6. a, b, c, d
7. b
8. a, b, c, d
9. a, c